

CAHPS® Database News

Health Plan Sponsor Update

Sponsor Reports Now Available

We are pleased to announce the release of the 2005 Health Plan Sponsor Reports. Commercial and Medicaid reports are now available from our Web site (<http://ncbd.cahps.org/NCBDReports/Login.asp>). Sponsors should have received an e-mail with their identification numbers and passwords for downloading their report.

Chartbook Released in Early October

The 2005 CAHPS Health Plan Survey Chartbook will be released in early October on our Web site. The Chartbook presents summary-level results for the CAHPS Health Plan Survey for 2004 and 2005 for the Commercial, Medicaid, SCHIP, and Medicare populations.

Research Files Available in October

We are also pleased to announce the early release of the 2005 research files. These files will be available by early October 2005. If you are interested in conducting research using CAHPS Health Plan Survey data, please submit an application to the Executive Research Committee for review and approval. For further information, please access the research page on our Web site (<http://ncbd.cahps.org/Research/Research.asp#data>).

CAHPS Database Participation 2000 - 2005

The National CAHPS Benchmarking Database was created in 1998 and currently contains eight years of data from the CAHPS Health Plan Survey. The following tables display data submissions from 2000- 2005. The total number of respondents is presented by population sector, with the number of health plan samples given in parentheses.

Commercial Participation

Year (CAHPS Version)	Commercial	
	Adult	Child
2005 (3.0)	123,272 (254)	2,661 (4)
2004 (3.0)	111,680 (223)	7,024 (12)
2003 (3.0)	114,063 (216)	1,866 (4)
2002 (2.0)	94,546 (219)	5,600 (10)
2001 (2.0)	165,500 (266)	9,913 (24)
2000 (2.0)	135,479 (270)	2,760 (8)

Medicaid and SCHIP Participation

Year (CAHPS Version)	Medicaid		SCHIP
	Adult	Child	Child
2005 (3.0)	32,115 (76)	40,204 (65)	1,252 (3)
2004 (3.0)	59,515 (149)	86,159 (128)	16,657 (29)
2003 (3.0)	39,275 (112)	31,081 (69)	19,061 (49)
2002 (2.0)	48,109 (136)	60,534 (122)	18,910 (43)
2001 (2.0)	45,127 (142)	36,940 (124)	0 (0)
2000 (2.0)	49,327 (156)	41,400 (140)	0 (0)

The 2005 CAHPS Database holds survey results for approximately 330,000 adults and children enrolled in Commercial, Medicaid, SCHIP, and Medicare health plans.

Save the Date: 2006 CAHPS User Group Meeting

The 10th National CAHPS User Group Meeting will be held March 29-31, 2006 at the Marriott Waterfront in Baltimore, Maryland. Mark your calendars for this important event!

CAHPS® Database News

Update on the CAHPS Hospital Survey

The goal of the CAHPS Hospital Survey (H-CAHPS) is to measure patients' perspectives on inpatient care in a standardized manner that supports public reporting and accountability. While many hospitals currently collect information on patients' satisfaction with care, there has been no national standard until now for collecting information that would enable valid comparisons across hospitals.

The Centers for Medicare and Medicaid Services (CMS) partnered with AHRQ and the CAHPS grantees (American Institutes of Research, Harvard Medical School and RAND) to develop the survey. The current 27-item version is the culmination of stakeholder input, consumer focus groups, field testing and public comment. The survey instrument covers seven domains of inpatient care, reported as composite measures:

- Communication with nurses
- Communication with doctors
- Communication about medication
- Nursing services
- Discharge information
- Pain control
- Physical environment

In response to the demand for national benchmarks for the Hospital Survey, staff are currently developing a new component of the CAHPS Database for Hospital Survey results. Initial activities include:

- Developing a standard process for data submission
- Developing methods to construct benchmarks
- Assessing the research value of the database

In 2005, hospitals that tested the survey were invited to voluntarily submit their data to the CAHPS Database. In the fall, CAHPS Database staff will clean, process and analyze the data to

create the first *CAHPS Hospital Survey Chartbook*, in February 2006. Please note that this is a separate and distinct activity from the CMS-sponsored national implementation of the Hospital Survey for public reporting on CMS's Hospital Compare Web site. Further information on that initiative is available at <http://www.cms.hhs.gov/quality/hospital/>.

For further information on the H-CAHPS database component, visit our Web site (<http://ncbd.cahps.org/Home/index.asp>) or send an e-mail to NCBD1@Westat.com.

Publications Using the CAHPS Health Plan Survey Database

Lied, T. "2003 Medicaid Versus Commercial Beneficiary Experience with Care"

The most recent issue of CMS's *Health Care Financing Review* includes an article by Terry Lied comparing the health care experiences of Medicaid beneficiaries and commercial enrollees. The author analyzed 2003 CAHPS Health Plan Survey data to compare:

- the ratings received by Medicaid and commercial health plans, and
- the ratings for the adult and child versions of each instrument.

See <http://www.cms.hhs.gov/review/05summer/05summerpg109.pdf>.

Research Brief on Racial and Ethnic Disparities

Our research brief on findings to date on racial and ethnic disparities in CAHPS Health Plan Survey results will be released in late October 2005. This publication will be available in a PDF format on our Web site.

New URL for CAHPS Database Web Site

We will be migrating to a new Web site later this fall when the current NCBD Web site will be integrated into a redesigned CAHPS site. We will notify you when this transition takes place.